



## **FREQUENTLY ASKED QUESTIONS** **REGARDING THE USALEARNING.GOV TRANSITION**

### **Why is your name changing from GoLearn.gov to USA Learning.gov?**

GoLearn.gov is transitioning to USA Learning.gov in order to align with other Office of Personnel Management (OPM) Initiatives (i.e., USAJOBS). In addition, the change was made to prevent confusion between GoLearn.gov, as the Governmentwide site, and GoLearn, the Service Provider. In order to fairly represent the products and service offerings of all three e-Training Initiative Service Providers and ensure alignment with OPM Initiatives, it was decided that USA Learning would be the new home of the Governmentwide e-Learning site.

### **When will your name change to USA Learning.gov be effective?**

The name change will be effective beginning Monday, July 25, 2005.

### **Will your website and e-mail address change?**

Yes, our website and e-mail address will change effective Monday, July 25, 2005. The new website will be [www.usalearning.gov](http://www.usalearning.gov) and our e-mail address will be updated to [usalearning@opm.gov](mailto:usalearning@opm.gov). If [www.golearn.gov](http://www.golearn.gov) is used after [www.usalearning.gov](http://www.usalearning.gov) is live, you will be automatically re-directed to the new website address. The re-direct will continue through January 1, 2006. Beginning July 25, e-mail messages sent to the former address ([golearn@opm.gov](mailto:golearn@opm.gov)) will be redirected to the new e-mail address through November 1, 2005.

### **What is the difference between the current GoLearn.gov website and the new USA Learning.gov?**

The new website offers enhanced capabilities as well as an upgraded look and feel. Users will now be able to request access to the Communities of Practice area to exchange information, lessons learned, and best practices with peers across government. In addition, all of the products featured on GoLearn.gov will remain including: e-Books, free and for-fee courseware, Knowledge Now (formerly Learning Objects), and LiveTutor (formerly e-Mentor).

### **If I am a current GoLearn.gov user, will I be able to access USA Learning.gov?**

Yes. Your user name and password will not change and there is nothing additional required from you in order to access USA Learning. The migration of GoLearn.gov to USA Learning.gov will only improve the user e-Learning experience. The changes should not affect users other than adjusting to a new look and feel.

### **My agency has its own e-Learning website. Will the change to GoLearn.gov affect my access to that system?**

No. The transition from GoLearn.gov to USA Learning.gov will not impact how you access your agency's own e-Learning website as it is a separate system from GoLearn.gov/USA Learning.gov.



**Do I have to do anything to insure that my information transfers with the website change?**

No. Nothing is required on behalf of the user. All of the information pertaining to you, your student transcripts, etc., will automatically transition over to USALearning.gov.

**Will there be any periods of time when the website will not be accessible during the transition?**

The GoLearn.gov site will be unavailable from 8am EDT on Saturday, July 23, until 8am EDT on Sunday, July 24, in order to upload the new rebranded site. You will be unable to log in to the site during this time. If you are in the middle of a course please exit the course for completion after the site update. If you remain in the course during this update, you may not be able to continue completing the course.

**Any questions pertaining to the transition from GoLearn.gov to USALearning.gov can be sent to [usalearning@opm.gov](mailto:usalearning@opm.gov).**